

## *Support Services*

The Support Services Division consolidates several general functions vital to the efficient and effective delivery of services to the entire department. Under this division are Communications, Facilities Management and Building Maintenance, Fleet and Supply.

### *Communications*

The Communications Section is responsible for the design, procurement, installation and maintenance of the statewide 800-Megahertz Mobile Data System. The system now has eleven (11) data sites on the air in the mid state area and activation of twelve (12) West Tennessee data sites is expected by October 1, 2005. THP cars equipped with computers and modems now have secure roadside access to TCIC and NCIC files, departmental reports and car to car messaging. The Communication Section maintains the primary vhf-low band, secondary vhf-high band, and mobile data radio networks and microwave systems. Communications personnel also maintain all mobile and portable radios, video systems, radars, and all other electronic equipment used by the Department of Safety. The Tennessee Highway Patrol has eight district headquarters and dispatch centers, which cover the entire geographical area of the state.

During FY 2004-2005, service was provided within the Department of Safety for:

- Tennessee Highway Patrol
- Commercial Vehicle Enforcement
- Criminal Investigation Division
- Department of Safety Training Center
- Tennessee Law Enforcement Training Academy
- Driver License Issuance
- Pupil Transportation Section
- Department of Revenue
- Alcohol Beverage Commission
- Department of Corrections
- Department of Agriculture
- Department of Commerce
- Arson Investigations
- Homeland Security
- Federal Agencies including the FBI, Secret Service, United States Marshall's Office and others.

This section also maintains a fully equipped mobile command post, designed for extended period operation, in addition to five (5) smaller first responder vehicles equipped for emergency communications required in any area of the state.

The Communications Section is staffed with a Program Manager, Radio Systems Analyst, Radio Technician Supervisor, Administrative Services Assistant-3, Property Officer, seven (7) radio technicians in the Nashville Shop, and one radio technician in each of the district service shops located at Fall Branch, Knoxville, Chattanooga, Jackson, and Memphis.

*Supply*

This section has three areas of responsibility. The Quartermaster Supply System is responsible for acquiring and issuing all uniforms worn by members of the Department of Safety, and, the supply and issuance of all forms and envelopes. The goal of this section is to acquire and supply high quality uniform items to each division. Uniforms are issued routinely to members of the Highway Patrol, Capitol Police and the Driver License Division. Records for stock control and accounting purposes are kept on all items delivered to or shipped from the Supply Section.

In addition, the Title and Registration warehouse coordinates the manufacture and delivery to each county clerk all license plates, validation decals and forms and documents necessary to properly register vehicles within the State of Tennessee. Along with these plates, all forms, titles, and envelopes required to issue license plates for over 6.2 million vehicles in Tennessee are also shipped.

In FY 2004-2005, the Supply Section switched and re-issued new uniforms for the 180 former Commercial Vehicle Enforcement Officers as well as the 270 Drivers License Examiners. New equipment and uniforms were issued to 68 new Troopers. In addition, all Troopers began receiving a new winter boot, high visibility rain gear and traffic vests.

<b>Supply Section Activity FY 2004-2005</b>	
Change of Location Forms Processed	2,575
Equipment Tagged and Assigned	2,100
Supply Request Orders Filled	40 per day
License Plates Shipped	2,700,000
Validation Decals to County Clerks	6,200,000

*Facilities Management/Building Maintenance*

The Facilities Management / Building Maintenance Section is responsible for the coordination of the building maintenance program and for planning, organizing, and directing the department's statewide construction and lease services. This section also maintains insurance coverage on all departmental facilities and contents. This section ensures that construction projects meet the needs of the department and remain cost-effective. This is accomplished by overseeing the performance of private contractors and architects working on departmental construction projects, including on-site inspections. The Building Maintenance Program uses an in-house maintenance staff to repair and perform preventive maintenance on problematic facilities owned by the department. The maintenance staff serves statewide and is prepared to travel at a moment's notice.

<b>Facilities Management Activity FY 2004-2005</b>		
<b>Project</b>	<b>Cost</b>	<b>Planning/Const. Stage</b>
TLETA/Lab Renovating (Pending)	\$2,200,000.00	Coffee County DL/THP Station
Roof Repair – Warf-Har.-Br. Bldg	\$199,400.00 (completed)	Gibson County DL/THP Station
Roof Repair – THP Post, Chatt.	\$76,000.00 (completed)	Anderson County THP Station
Storage tanks removed (Aetna Mountain)	n/a	Washington County DL/THP Sta.
Storage tanks removed (Polk County)	n/a	Campbell County DL/THP Station
Storage tanks removed (Fall Creek Falls)	n/a	Marion County DL/THP Station
Blount County DL/THP Station	\$57,000.00 annually (lease)	Greene County DL/THP Station
Bradley County DL/THP Station	\$71,896.00 annually (lease)	Roane County DL/THP Station
Sumner County DL/THP Station	\$83,000.00 annually (lease)	Bedford County DL/THP Lic. Agr.
Weakley County DL/THP Station	\$48,000.00 annually (lease)	Henry County DL Lic. Agr.
		I-65 Weigh Station Giles/Robertson

*Fleet*

The Fleet Section has been in existence since 1949. This section is responsible for acquiring, preparing, and delivering all vehicles to departmental personnel. After new vehicles have arrived, this section is in charge of detailing vehicles with the Tennessee Highway Patrol insignia. In addition, they install interior protective shielding, radar detection devices, video cameras, spotlights, antennas, and all required radio and communications equipment.

All vehicle purchases are based on simple criteria: functional use, safety, performance, and comfort. Since 1993, all vehicles have been purchased and disposed of by the Motor Vehicle Management Division of the Department of General Services. Motor Vehicle Management also maintains service records for each vehicle. Preventive maintenance is performed by the Department of Transportation.

<b>Vehicles Purchased FY 2004-2005</b>		
	<b>Number</b>	<b>Cost</b>
THP Marked Pursuit	123	\$2,667,685
Ford Explorer	40	\$920,000
Lincoln Town Car	1	\$19,000
Dodge Stratus	2	\$23,400
Dodge Pickup Ext. Cab 4x4	3	\$48,000
Dodge Minivan	7	\$98,000
Chevrolet Extended Cab 4x4	6	\$108,000
Chevrolet Impala	1	\$17,000
Ford Pickup 2x2	1	\$16,000
Ford 12 Passenger Van	1	17,900
<b>Total</b>	<b>185</b>	<b>\$3,934,985</b>

*2004-2005 Accomplishments and Highlights*

- Reduced the percentage of pursuit vehicles operating at mileage greater than 85,000 miles from 31% to 18%. As a result, we have greatly reduced the maintenance fees charged by General Services. This has been a substantial savings to the Department of Safety.
- A request has been made to General Services to purchase enough vehicles for continued issuance of vehicles until November 2006. In doing so, we will be able to get closer to our goal of an 85,000 mile replacement schedule we are working towards.

